

The Limelight

Recognition Guide

June 28, 2006
Department of Human Services

Presentation Purpose

1. Remind and refresh supervisors, managers and administrators on the importance and positive impact of employee recognition.
2. Provide recognition ideas and tools.

SECTION ONE

Introduction

WHY?

1. Every Department of Human Services employee deserves "The Limelight of recognition."
2. Recognition makes fiscal sense.

Employee Turnover Costs

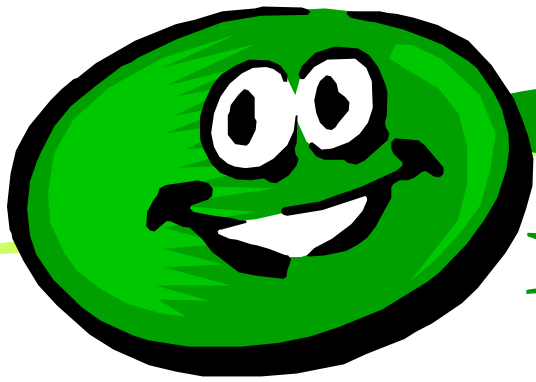
\$10,000 is a conservative average cost to a company for employee turnover! *The US Dept. of Labor estimates that employee turnover costs a company at least **one third** of a new hire's annual salary. An annual wage rate of \$30,000, turnover costs a company \$10,000 for each departing employee. Key costs: separation activities, recruitment, training and lost productivity.*

Think about it:

If DHS reduces employee turnover costs by retaining 10 employees a year that is a potential savings of \$100,000 a year. How could you use an extra \$100,000 a year in your agency?

From Texas: State Employee Turnover Cost Taxpayers \$227 Million Last Year <i>Workers Leaving For More Lucrative Pay</i>
(Austin) December 20, 2002 - Employees continue to leave state employment at alarming rates, costing the state more than \$227 million dollars this past year, according to the 2002 Texas State Auditor's turnover report.

3. Limelight stories hand out.



LIMELIGHT STORIES

Directions:

Find a person to partner up with, each person should talk about the following questions for five minutes, then switch. It may be helpful to jot down some quick notes.

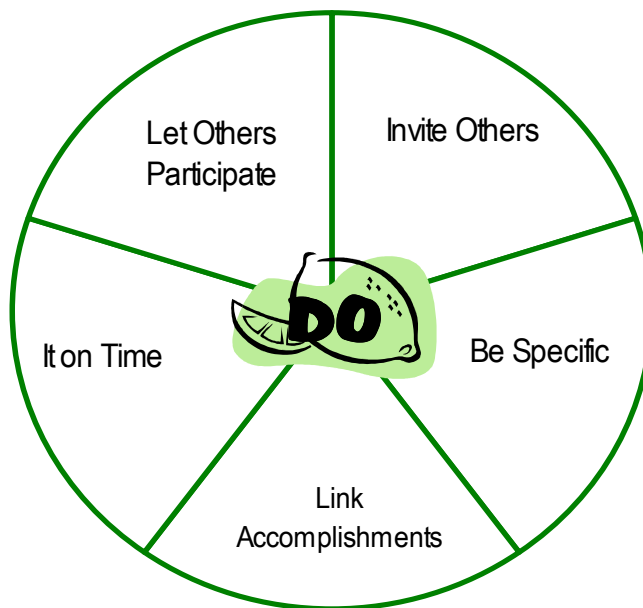
Opening Questions

- Describe a time you felt valued as an employee?
- Who was involved?
- What made that experience memorable?
- How did you feel?

SECTION TWO

The Key Lime Pie of Recognition

Award presentation Dos and Don'ts
(Taken from OC Tanner, *A Carrot A Day*)



Don't _____

Don't _____

Don't _____

Don't _____

Don't _____

SECTION THREE

Key Lime Pie Recipe

Ingredients:

KeeP it Simple

Example & explain

Yahoo!

Look & link to values

ImmEDIATE

Memorable

Encourage & enjoy



Stir in the following:

1. Know your people
2. Ask others to say a few words about the employee's contributions
3. Let everyone who should attend know a few days in advance
4. Prepare, prepare, prepare
5. Make people accountable

SECTION FOUR

Try It!

SITUATION —

On this particular morning you overhear an angry mother at the agency's front counter speaking to the receptionist with foul language and venting all the anger she had about the unfairness of life. You are on the phone, so not able to rush right up there. Before you are able to finish your conversation, Sam walks down the hall to the receptionist desk.

You can hear that the receptionist is doing a good job of calming down the mother - but you can tell she is nervous about the confrontation.

Sam simply stands behind the desk and doesn't interject. You can tell he is ready to offer a hand if needed though.

The receptionist, Liz was finally able to calm the mother down and get her to agree to come back that afternoon when her caseworker had an appointment scheduled with her.

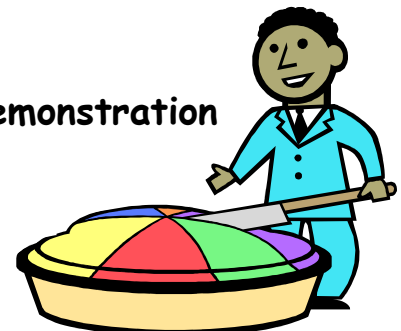
You have observed both Liz and Sam treating the angry client with dignity, courtesy and respect, even while not being treated that way by the client.

PRACTICE —

Now, take a few moments to apply the "Key Lime Pie" recognition ingredients, jot down your notes and prepare to share.

The Limelight Ideas and Tools Folder Demonstration

Let's Try It - Cut the Pie!



SECTION FIVE

Share Your Pie!

- What's working well?
- DHS web site - Limelight page
- Human Touch stories
- Tell your supervisor, manager and director

Enjoy—The results are refreshing!

